Hanham Library Annual Report 2015-2016

This report summarises the work of South Gloucestershire Libraries in 2015/16, it highlights the impact we have had on communities and individuals.

Reading and literacy

Vital statistic 1.1 million books issued   **Hanham Library** 78,162 books issued

Time4Reading

This year the service has been working across South Gloucestershire on the Time4Reading project involving schools (primary and secondary) and the wider community. Schools have developed an award scheme to reward schools who achieve certain criteria, see www.southglos.gov.uk/time4reading

Children reading

The work with children and the encouragement of children to read makes South Gloucestershire one of the leading authorities – more children took part in the Summer Reading Challenge per capita than any other library in the South West. The service does work with all ages from pre-school children to teenagers, 44% of books issued are children's books. The Concorde book Award is becoming a highly prestigious award and this year's ceremony was an exciting affair.

A parent said: 'The Summer Reading Challenge is an amazing scheme and really encourages my girls to read over the summer when they don't have their school books. Thank you.' Children said 'I thought it was gr..eat' L didn't like reading and his teacher suggested he join the Summer Reading Challenge. When he was presented with his medal he said 'I've never won anything before. I'm very proud of myself.' So were his mum and teacher.

Adult reading

To mark the Rugby World Cup libraries supported the regional reading passport, this opened doors to working with Bristol Sport through a longer term relationship both in schools and libraries.

The high profile events and activities are complimented by work within all the communities in engaging people with reading both within the library and in community settings.

In June the LibrariesWest consortium expanded to include Dorset and Poole, providing users with a range of 2 million books to choose from.

Information service

Vital statistic 140,000 enquiries   **Hanham Library** 12,025 enquiries

Libraries provide access to information, they are often the first place people will go to for help and staff are able to either provide the answer or refer to another agency or resource. For details of the information service see http://bit.ly/1rClCEJ. A victim of domestic abuse who was unable to use a computer needed guidance and help to use Home Choice (the council's housing choice list) in a hurry before her husband was released from prison. M, a Polish lady who attends story time with her children, didn't get her preferred choice at primary school. We explained the appeal procedure to her. M was very grateful as she was fairly new to the country and didn't know who else to ask.

Digital literacy

Vital statistic 137,000 hours of usage of the computers   **Hanham Library** 7,146 hours of usage

Digital inclusion is a priority both at local and national level and the service working with Community Learning has trained staff and volunteers to deliver a consistent offer to people wanting support with IT. With the increasing channel shift in all organisations access to IT and staff to support is becoming critical for the success of the digital inclusion plans.
The service was successful in receiving a grant to promote online access and worked with the other community groups in South Gloucestershire to promote access to IT.

Mrs A came into to the library asking for help with setting up an email account. She had children in Australia and wanted to email them and send them photos. She also wanted to know about Skype. After several sessions with a member of staff she was able to keep in regular contact with her family and talk to them using Skype. We also helped a young man who was in care to apply for a job. He had a criminal record but we were able to help him get the job.

Health and wellbeing

Vital statistic 4,000 Books on Prescription titles borrowed   **Hanham Library** 275 borrowed

Reading is healthy in its own right but libraries have continued to develop a series of books for specific conditions under the Reading Well Books on Prescription project – this year the dementia collection was launched which included stock for carers, and people experiencing dementia. In addition staff were trained to become health champions in each library. This complements the dementia and mental health arts project and memory cafes hosted in libraries.

Hanham Library hosted the Re:Mapping Project for people with mental health problems and dementia. The participants all took part in a final performance which included dance, poetry and a video (and a lot of plastic yellow ducks!) Guests said afterwards that it was great that the project wasn't just about reminiscence with a cup of tea – the participants did so much more.

Culture and creativity

Vital statistic 9,600 adults and 65,000 children attended events in libraries
Hanham Library 1,344 adults and 9,809 children attended events

Libraries enrich the lives of individual and communities through the provision of events, activities and exhibitions helping people gain a sense of place and take pride in their neighbourhoods and communities. . The Discover Festival is a major part of our promotion; festival highlights at Hanham Library included a talk from a high wire artiste, drawing, photography and paper craft workshops, family history sessions and a performance by Key Voices choir. The service also supports national weeks to raise the profile of specific issues such as British Science Week, World Mental Health Day and World Book Night.

Learning

Vital statistic 16,667 hours of formal learning   **Hanham Library** 120 hours

A teenager who was excluded from school for two weeks spent the time in Hanham Library as his mother was at work. People with laptops regularly study in quiet areas and two older ladies use our online resource Ancestry to extend their family trees.

Libraries promote lifelong learning, self-improvement and social mobility and play an important role supporting the educational curriculum with reading for enjoyment. They provide both formal learning programmes working closely with Community Learning and local colleges and informal learning opportunities with people developing their own skills and knowledge through use of IT and books. The service works closely with UWE where users can use their library card to access high level stock. The library workforce provides users with essential support to get the most from available learning opportunities.

They also support the economic growth of the area through providing volunteer opportunities and providing a touch down base for local workers. One gentleman regularly uses Hanham as a temporary office using the computers. This means he has no office overheads.

Community

Vital statistic 917,743 visits   **Hanham Library** 74,006 visits

Libraries are valued safe and neutral spaces where people of all ages are welcomed and participate in a range of activities. The stories behind the visits are powerful testimonies to the value of libraries, at Hanham B, a young man with mental health issues which resulted in a suicide attempt, told us we 'saved his life' by just listening and having an interest in his life as he was in care and had no family. J, a recently bereaved widow, was told about our craft group and now comes every week, saying it changed her life and a reading group member, R, said ' I don't know what I'd do without a regular meeting at the library- they're the highlight of my month'.

Being based in most main communities enables the service to host the delivery of other services, we work in partnership with Community Learning, Public Health, DWP, and various voluntary sector groups enabling to work with local communities. At Hanham Library we work closely with local Brownie and Cub groups and our local PCSO's who come to our children's groups with their police car. We also host scarecrows for the Hanham Scarecrow trail each year, raising money for Christ Church School, and have a Macmillan Coffee Morning each year which raises hundreds of pounds.